

**MESA POLICE DEPARTMENT**  
**PUBLIC SAFETY 911 OPERATOR**

**STUDY GUIDE FOR THE WRITTEN MULTIPLE CHOICE EXAMINATION**

**2011**

The following pages provide material to study prior to the written multiple choice examination for Public Safety 911 Operator, and contain examples of some of the questions on the examination. Studying this material is likely to decrease test anxiety and improve your test score. You may **not** use this study guide during the test.

## STUDY GUIDE FOR PUBLIC SAFETY 911 OPERATOR (2011)

The written examination for Public Safety 911 Operator tests some of the knowledge, skills, and abilities you will need to apply if you become a Public Safety 911 Operator. Some of these knowledge, skills, and abilities are discussed below, followed by examples of how some of these items are tested.

### I. COMMUNICATION SKILLS

Communication involves listening well. The exam will test your ability to concentrate and record detailed information provided in a short period of time. This information will be provided in two ways. One way will be to provide you with information to record rapidly, just as you hear it. The second way will be to present a tape recording of a narrative from which you will select the information you feel is important enough for you to take notes about it.

For example, you will be asked to make a choice similar to that shown below regarding information you have previously heard from a tape recording.

- A. 7A449D49331, 498AC33D7, P229MN41NO
- B. 7A449C49321, 498AD33E7, E229NM41NO
- C. 7A449E49321, 498AE33E7, E229NN41NO
- D. 7A449E49331, 498AE33C7, E229NN41NO

Some of the tape recorded material you listen to will provide physical descriptions of fictitious suspects about which you will need to take accurate notes. For example, you may have to use your notes to make a choice similar to that shown below:

- A. White male, 40 years, 5 feet 11 inches, 180 pounds
- B. White male, 45 years, 5 feet 7 inches, 118 pounds
- C. Male, white hair, 40 years, 5 feet 5 inches, 118 pounds
- D. White male, white hair, 45 years, 5 feet 11 inches, 180 pounds

The examples below illustrate other kinds of choices you will have to make from your notes. It is important that you take legible, careful notes for your own use.

The correct phone number to contact the reporting person would be:

- A. 920-6500
- B. 926-0500
- C. 920-6505
- D. 926-6605

The name of the person against whom the complaint is being made is:

- A. Jan Johnson
- B. Jan Johnston
- C. Sam Johnson
- D. Stan Johnson

## II. IDENTIFYING BEAT LOCATIONS

As a Public Safety 911 Operator it is your responsibility to determine the **beat** of an address to which an officer must respond. This information is obtained by a "Beat Map." The City has been divided into several parts, which are called **beats**. This is indicated on the map provided. Examples of some of the beats are: 13, 15, 52, 58, etc. Each beat is outlined by the darker lines.

The maps provided show the names of major streets on the lower right part of the map. On the upper left part of the map, the hundred block of that street is shown. Example: Mesa Drive is 400 East. University is 400 North. Main Street is the dividing line between north and south streets, therefore Main Street is Zero Hundred. Center Street is the Zero Hundred block dividing west and east streets. Addresses on the west and north sides of the street are even numbered. Addresses on the east and south sides of the street are odd numbered.

Given the address, the Public Safety 911 Operator must locate the beat. To identify the correct beat, it must be noted whether it is an odd or even numbered address.

Example: 900 E. University  
The beat is 12

601 E. Broadway  
The beat is 35

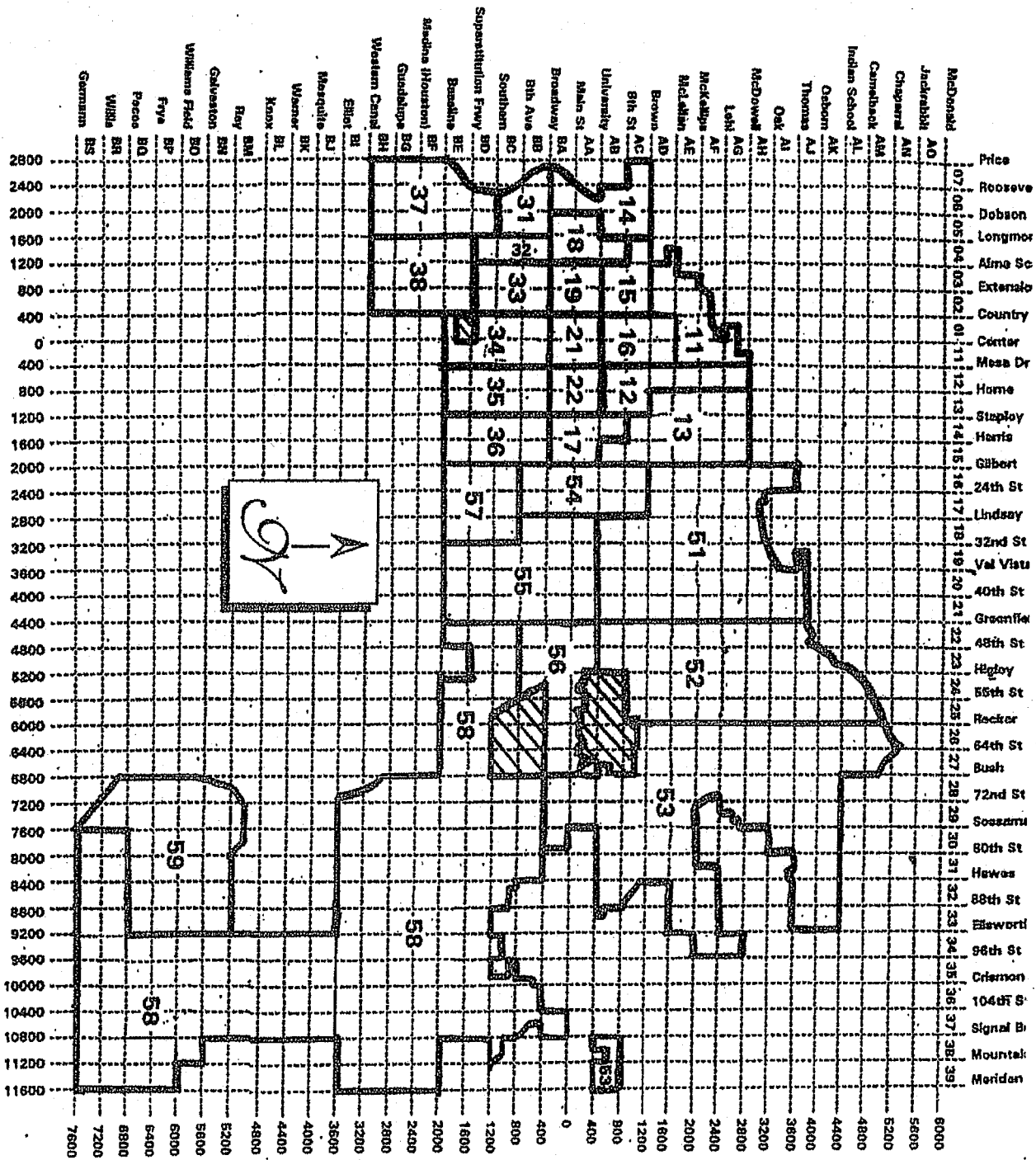
On all intersections, the beat will be located in the northwest corner of the intersection.

Example: Gilbert Rd. and University  
The beat is 13

Using the map on the opposite page, find the beat of the following addresses.

- |                           |                    |
|---------------------------|--------------------|
| 1. University and Stapley | 2. 1300 S. Gilbert |
| A. 12                     | A. 35              |
| B. 22                     | B. 57              |
| C. 17                     | C. 54              |
| D. 13                     | D. 36              |

**CORRECT ANSWERS: 1) A and 2) D**



### III. RADIO CODES, PHONETIC ALPHABET, AND ABBREVIATIONS

The Mesa Police Department uses radio codes to describe a particular incident, a phonetic alphabet to verbalize letters, and abbreviations to describe certain words or phrases. The phonetic alphabet may be used in place of letters in the tape used during the test. You should study the samples below to prepare yourself to answer certain test questions which assess your memorization skills.

<u>Radio Codes</u>	<u>Definition</u>	<u>Radio Codes</u>	<u>Definition</u>
211	Armed robbery	421	Shots fired
238	Trespassing	422	Subject with gun
239	Fight in progress	423	Subject with knife
240	Assault	459	Burglary
245	Assault with deadly weapon	487	Theft
261	Rape, sexual assault	488	Shoplifting
315	Forgery	491	Kidnapping
317	Fraud	801	Pick up dog
390	Intoxicated Subject	802	Pick up cat
412	Obscene, harassing phone call	803	Dogs running at large
413	Harassment	804	Barking dog
414	Threats	901	Shooting
415	Neighbor Trouble	902	Cutting, stabbing
416	Criminal damage	903	Dead body
420	Family fight	918	Insane Person

#### Phonetic Alphabet

A - Adam	J - John	S - Sam
B - Baker	K - King	T - Tom
C - Charles	L - Lincoln	U - Union
D - David	M - Mary	V - Victor
E - Edward	N - Nora	W - William
F - Frank	O - Ocean	X - Xray
G - George	P - Paul	Y - Young
H - Henry	Q - Queen	Z - Zebra
I - Ida	R - Robert	

**Abbreviations and Definitions**

DOT - Direction of Travel  
LSW - Last Seen Wearing  
MVD - Motor Vehicle Department  
NFD - No Further Description  
RO - Registered Owner  
RP - Reporting Person (person calling police department)

The questions below illustrate how the material on the previous page may be tested.

1. A burglary would be coded as:
  - A. 414
  - B. 416
  - C. 487
  - D. 459
2. 238 is the radio code for:
  - A. Assault
  - B. Neighbor Trouble
  - C. Theft
  - D. Trespassing
3. DOT means:
  - A. Department of Treasury
  - B. Date of Theft
  - C. Direction of Travel
  - D. Date or Time
4. The correct phonetic spelling of Mesa is:
  - A. Michael Edward Sam Alpha
  - B. Mary Echo Sierra Adam
  - C. Mike Echo Sierra Alpha
  - D. Mary Edward Sam Adam

**CORRECT ANSWERS: 1) D, 2) D, 3) C, 4) D**

#### IV. DIRECTIONS

As a Public Safety 911 Operator, you may have to provide directions. In the following sample questions you will read scenarios which describe a series of movement within an area. The street names are fictitious, and are not located in the City of Mesa.

- A. If you are traveling north on Ray Street and turn left on 2nd Avenue and then right on Greenwood Drive, in which direction would you be traveling on Greenwood Drive?
- B. A patrol car is traveling south on Gable Avenue and turns left. He drives one block and turns right. He then notices a suspicious vehicle parked in an alley to his left. If he drives down the alley, in which direction would he be traveling?

#### CORRECT ANSWERS:

- A) North
- B) East

#### V. JUDGEMENT CALLS

As a Public Safety 911 Operator, it is of the utmost importance for you to determine the severity of a call quickly, and notify the dispatcher so units are on their way within the time limits allowed. The following is a guideline for the time limit in which a call must be dispatched to an officer, once the location of the call has been determined. It will be helpful to you to familiarize yourself with these definitions prior to the test.

#### DEFINITIONS

**PRIORITY E:** Any life-threatening call with great possibility of death or serious injury, or any confrontation between people which could threaten the life or serious safety of any person. (Must be dispatched within 30 seconds once the location of the call has been determined.)

**PRIORITY ONE:** Includes any crime in progress which might result in a threat of injury to a person, major loss of property, or immediate apprehension of a suspect (involving a threat of injury to a person or major loss of property). Also includes accidents with injury, or other traffic incidents that create a traffic hazard. (Must be dispatched within 3 minutes once the location of the call has been determined.)

**PRIORITY TWO:** Includes minor in progress/just occurred calls, where there is no threat of personal injury or major loss of property. (Must be dispatched within 30 minutes once the location of the call has been determined.)

***PRIORITY THREE:*** Includes nuisance calls, civil standbys, and any incident which could be categorized as a delayed report. (Must be dispatched within 1 hour once the location of the call has been determined.)

**EXAMPLES:**

1. A person calls and states there is a holdup taking place at this time at the Central Gas Station. The correct priority is:
  - A. E
  - B. One
  - C. Two
  - D. Three
  
2. A citizen calls and advises that an old brown Chevy, with two flat tires, has been parked on his street for the last two weeks. The correct priority is:
  - A. E
  - B. One
  - C. Two
  - D. Three

**CORRECT ANSWERS:**

1. A
2. D

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